

Martin T. McCue  
Senior Vice President  
and General Counsel  
North American  
Operations

Global Crossing Telecommunications, Inc.  
180 South Clinton Avenue  
Rochester, NY 14646  
Tel +1.716.777.8497  
Fax +1.716.546.7823

00-023



**Global Crossing**

March 21, 2000

Mr. Dale Hatfield  
Chief, Office of Engineering and Technology  
Federal Communications Commission  
2000 M Street, N.W., Suite 480  
Washington, DC 20554

Re: Final FCC Service Disruption Report

Dear Mr. Hatfield:

As required by Section 63.100(a) of the Commission Rules, Global Crossing hereby files its Final Service Disruption Report for a Global Crossing network outage on February 23, 2000.

- If you have any questions regarding this outage, please do not hesitate to call me.

Very truly yours,

Martin T. McCue

cc: Daniel Enright  
Adrian VanBourgondien

## **FINAL SERVICE DISRUPTION REPORT**

DATE OUTAGE BEGAN: 02/23/2000  
TIME OUTAGE BEGAN: 00:20 EST

DATE OUTAGE RESOLVED: 02/23/2000  
TIME OUTAGE RESOLVED: 13:20 EST

GEOGRAPHICAL AREA OF OUTAGE: CENTRAL NEW YORK STATE

LOCATION: ROCHESTER, NEW YORK

NUMBER OF CUSTOMERS OR CIRCUITS AFFECTED: Not Available

ESTIMATED # OF BLOCKED CALLS: 220,000

TYPE OF SERVICE AFFECTED: VOICE AND DEDICATED TRAFFIC

APPARENT OR KNOWN CAUSE OF THE INCIDENT:

The outage occurred when unknown parties started a fire in a structure under the Broad Street Bridge in Rochester, NY. The fire in the structure spread to the wooden roof. The heat from the roof burned the fiber cable that was 20 feet above the ground.

METHODS USED TO RESTORE SERVICE:

A section of fiber cable was replaced to restore service.

### **- STEPS TAKEN TO PREVENT RECURRENCE:**

The fiber cable has been enclosed in hardened conduit to make it less susceptible to outside forces.

ANALYSIS OF EFFECTIVENESS OF BEST PRACTICES:

#### **6.1.3 Details – Key Lessons Learned and Best Practices.**

The affected fiber routing was reviewed and it was installed per established best practices.

#### **6.1.4 Effective Countermeasures**

Global Crossing has established training programs used to keep personnel up to date and knowledgeable in fiber optic maintenance and restoration.



00-23

Global Crossing Corporation  
Network Operations Center  
Southfield, Michigan  
(888) 907-6638

Adrian VanBourgondien, Director  
(248) 223-1324

**INITIAL SERVICE DISRUPTION REPORT**

DATE OUTAGE BEGAN..... 02/23/2000  
TIME OUTAGE BEGAN ..... 00:20 EST

DATE OUTAGE RESOLVED..... 02/23/2000  
TIME OUTAGE RESOLVED..... 13:20 EST

GEOGRAPHICAL AREA OF OUTAGE: CENTRAL NEW YORK STATE

LOCATION: ROCHESTER, NEW YORK

NUMBER OF CUSTOMERS OR CIRCUITS AFFECTED: UNKNOWN

ESTIMATED # OF BLOCKED CALLS: 90,000 +

TYPE OF SERVICE AFFECTED..... VOICE AND DEDICATED TRAFFIC

APPARENT OR KNOWN CAUSE OF THE INCIDENT: UNDER INVESTIGATION

METHODS USED TO RESTORE SERVICE: SPLICED FIBER

STEPS TAKEN TO PREVENT RECURRENCE: UNDER REVIEW

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### FCC INITIAL SERVICE DISRUPTION REPORT

\* In compliance with Federal Communications Commission Regulation 63.100, Frontier Telephone of Rochester hereby notifies the FCC of the following service disruption: *This outage is not a Frontier local issue. This affects FCI (long distance).*

1. Date and estimated time event started:  
*2/23/00 approx. 1:00AM*
2. Geographic area affected:  
*Any long distance Customer whose PIC is FCI*
3. Estimated number of customers affected: *TBD*
4. Type(s) of service(s) affected: *Services on FCI network such as: Wyoming County 911 can not call long distance, MCI, AT&T, Paetec, Wegmans in Buffalo, Syracuse & PA.*
5. Duration of outage:  
*Approx. time of restoration 2/23/00 1:30PM*
6. Estimated number of blocked calls during the outage:  
*TBD*
7. Apparent or known cause of incident:  
*Cable fire in subway between Broad St. and Exchange St.*
8. Methods used to restore service:  
*The damaged station was cut out and fiber was replaced.*
9. Steps taken to prevent recurrences: *TBD*

TBD - If used above, indicates that the information is unknown at this time and is to be determined.

A final Service Disruption Report will be provided within 30 days.

This report is sent by: Deb Fasciano who can be reached at (716) 777-5823

Date sent: 2/23/00 Time sent: 1:30 pm